Internal Review Worksheet

INSTRUCTIONS

The worksheet contains six pages to help guide your assessment and planning. Each page is dedicated to one of the following areas in which trauma-sensitive practices apply:

- Policy and Planning
- Staff Development
- Environment
- Collaboration
- Encounters

Each area is then populated with statements describing aspects of the following five principles of trauma-sensitive practice:

- Awareness
- Safety
- Trust
- Empowerment
- Cultural Competence

To complete the worksheet:

1. Print copies as desired.

2. Respond to each statement in the context of the area and principle to which it is assigned.
   - Select the checkmark √ to indicate fulfillment.
   - Select NA to indicate that the statement does not apply to your situation.
   - Leave the response blank to indicate a need to fulfill.

3. Enter a comment describing where validation is located or a planned action for fulfilling the statement.

4. Save the completed worksheet with other materials associated with the Policy and Planning Guide.

Policy and Planning

Awareness

√	NA		Location/Action
○	○	1. Our mission includes a pledge to understand trauma and engage in trauma-sensitive practice.	
○	○	2. Policies, job descriptions, orientation material, and office processes are trauma-sensitive.	
○	○	3. Policies and procedures reflect trauma-sensitive language and practice.	
○	○	4. Memoranda of understanding (MOUs) define work with the campus Sexual Assault Response Team (SART), the local rape crisis center, and other groups serving survivors.	

Safety

√	NA		Location/Action
○	○	1. Policies outline the health center's response to patients in crisis.	
○	○	2. Policies define the health center's role in Title IX grievance procedures for resolving complaints of sex discrimination.	
○	○	3. MOUs define relationships with security and law enforcement entities serving the campus.	
○	○	4. Existing policies have been examined for their potential to recreate feelings associated with trauma.	
○	○	5. Record-keeping procedures guard against improper disclosures.	

Trust

√	NA		Location/Action
○	○	1. Staff at all levels express commitment to using trauma-sensitive practices.	
○	○	2. Policies outline professional conduct for staff.	
○	○	3. Policies are transparent and readily available to patients.	
○	○	4. Release and consent forms are written in clear, simple terms.	

Empowerment

√	NA		Location/Action
○	○	1. Policies invite input from patients and staff at all levels.	
○	○	2. Policies outline responsibilities during disagreement.	
○	○	3. Policies involve staff at all levels in sustaining trauma-sensitive practice through periodic review.	
○	○	4. Grievance procedures are defined for patients and staff.	

Cultural Competence

√	NA		Location/Action
○	○	1. A written pledge promises respect for all cultures, including ones commonly marginalized.	
○	○	2. Leadership has addressed any cultural and policy barriers that could impede implementation.	
○	○	3. Agreements provide short-notice access to interpreters as needed.	
○	○	4. MOUs formalize advocacy support with cultural, LGBT, women's, and counseling centers.	

Staff Development

Awareness

√	NA		Location/Action
○	○	1. All staff at all levels are trained in traumatic stress and its effects, including effects on staff.	
○	○	2. Staff at all levels are trained to identify triggers and common reactions to them.	
○	○	3. Clinicians incorporate trauma questions into the intake.	

Safety

√	NA		Location/Action
○	○	1. Clinicians are trained in grounding and de-escalation strategies to help triggered patients.	
○	○	2. All staff are trained to employ cordial and trauma-sensitive responses.	
○	○	3. Supervisors help staff understand their own stress reactions and their effect on work.	
○	○	4. The health center maintains an internal debriefing process for all staff who are witness to or involved in a crisis.	

Trust

√	NA		Location/Action
○	○	1. Staff at all levels are trained to establish and maintain healthy professional boundaries.	
○	○	2. Staff regularly meet with a supervisor trained in trauma.	
○	○	3. Supervisory and counseling staff receive advanced training in trauma and sexual assault response.	

Empowerment

√	NA		Location/Action
○	○	1. Secondary trauma is addressed in team meetings, and self-care is encouraged.	
○	○	2. The health center invites staff feedback on program practices.	
○	○	3. Staff receive ongoing education in trauma-sensitive practice.	
○	○	4. Staff receive ongoing education in assault prevention and response.	

Cultural Competence

√	NA		Location/Action
○	○	1. All staff are trained to respond sensitively to different cultures and subgroups.	
○	○	2. All staff receive periodic training in applying cultural competence to trauma-sensitive practice.	
○	○	3. All staff are trained to appreciate different responses to trauma.	

Environment

Awareness

√	NA		Location/Action
○	○	1. The health center periodically uses the environmental checklist to inspect the facilities.	
○	○	2. The health center shows intent to increase the sense of safety, trust, and empowerment among patients.	

Safety

√	NA		Location/Action
○	○	1. Staff monitor people coming to and going from the facility.	
○	○	2. Staff discuss personal matters with patients only in private spaces.	
○	○	3. The environment is attuned to safety, calming, and de-escalation.	
○	○	4. The health center is established as a safe place to address trauma and is publicized as such.	

Trust

√	NA		Location/Action
○	○	1. The health center seeks patient input to improve the physical space.	
○	○	2. Staff review rules, rights, and grievance procedures with patients.	
○	○	3. Staff inform patients about the extent and limits of privacy and confidentiality.	
○	○	4. Staff do not talk with one another about patients in common areas.	

Empowerment

√	NA		Location/Action
○	○	1. Staff use a strength-based, person-centered approach in all interactions with patients.	
○	○	2. Staff supply handouts explaining student rights, self-care, trauma, and confidentiality policies.	

Cultural Competence

√	NA		Location/Action
○	○	1. Staff show acceptance for personal religious or spiritual practices.	
○	○	2. Posters depict awareness of trauma and sexual assault in a culturally sensitive manner.	
○	○	3. Staff show acceptance for the cultural realities of a diverse campus.	

Collaboration

Awareness

√	NA		Location/Action
○	○	1. The health center works with organizations on and off campus, providing appropriate services.	
○	○	2. A trained staff member participates on the campus SART.	
○	○	3. Staff serve on integrated campus counseling teams as available.	

Safety

√	NA		Location/Action
○	○	1. The health center works with security and law enforcement entities serving the campus.	
○	○	2. Staff participate in education efforts to help other departments and agencies adopt trauma-sensitive practice.	

Trust

√	NA		Location/Action
○	○	1. Staff foster continuity of care, accompanying patients or allowing advocates to be present.	

Empowerment

√	NA		Location/Action
○	○	1. The health center involves patients in policy review.	
○	○	2. Staff members are encouraged to seek support or aid from their peers.	
○	○	3. Patients are asked to give feedback on staff demonstration of trauma-sensitive values.	

Cultural Competence

√	NA		Location/Action
○	○	1. The health center works with agencies that have expertise in cultural sensitivity.	
○	○	2. Ongoing training and consultation from other agencies provide staff with expertise in cultural sensitivity.	

Encounters

Awareness

√	NA		Location/Action
○	○	1. Staff have adopted intake questions that screen for trauma.	
○	○	2. Clinicians provide a running commentary about what they are doing and why.	
○	○	3. Explanations accompany all requests and actions throughout the encounter.	
○	○	4. Staff are familiar with fight-flight-freeze responses.	

Safety

√	NA		Location/Action
○	○	1. Patients remain fully clothed when they first meet health center staff.	
○	○	2. Parts of the body that are customarily covered remain covered if they are not being examined.	
○	○	3. Clinicians are trained in techniques to help de-escalate patients who trigger or are in crisis.	
○	○	4. Reception and telephone staff are trained in trauma-sensitive response.	

Trust

√	NA		Location/Action
○	○	1. Clinicians keep to a minimum the amount of time a patient must remain in a subordinate position.	
○	○	2. Clinicians make no assumptions as to patient understanding of exam, treatment, or procedure.	
○	○	3. Clear instructions are provided in both written and verbal forms.	
○	○	4. Clinicians solicit patient concerns and preferences throughout the encounter.	

Empowerment

√	NA		Location/Action
○	○	1. Clinicians seek consent at every step of the encounter, and patients know they can withdraw it.	
○	○	2. Clinicians and patients discuss time constraints at the outset and as they arise.	
○	○	3. Staff discuss referrals with patients and get clear consent to make them.	
○	○	4. The patient experience is validated at every step.	

Cultural Competence

√	NA		Location/Action
○	○	1. All patients are met with validation and acceptance.	
○	○	2. Clinicians ask all patients if they have cultural considerations that should be addressed.	